

Western Cape: Final Schedule of Service Delivery Standards Table - Beaufort West (WC053) 2018/19

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)	weekly	
Premise based removal (Business Frequency)	weekly	
Bulk Removal (Frequency)	weekly	
Removal Bags provided(Yes/No)	No	
Garden refuse removal Included (Yes/No)	Yes	
Street Cleaning Frequency in CBD	weekly	
Street Cleaning Frequency in areas excluding CBD	weekly	
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours	
Clearing of illegal dumping (24hours/48hours/longer)	Longer	
Recycling or environmentally friendly practices(Yes/No)	Yes	
Licenced landfill site(Yes/No)	Yes	
Water Service		
Water Quality rating (Blue/Green/Brown/No drop)	Blue and Green - Only B/Wes	
Is free water available to all? (All/only to the indigent consumers)	Only indigents	
Frequency of meter reading? (per month; per year)	Monthly	
Are estimated consumption calculated on actual consumption over (two month/s/three month/s/longer period)	longer period	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	6+ months	
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>		
One service connection affected (number of hours)	1	
Up to 5 service connection affected (number of hours)	1	
Up to 20 service connection affected (number of hours)	Does not happen except for	
Feeder pipe larger than 800mm (number of hours)	Not applicable	
What is the average minimum water flow in your municipality?	0.5l/s at meter connection.	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	
How long does it take to replace faulty water meters? (days)	5	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No	
Electricity Service		
What is your electricity availability percentage on average per month?	99.9%	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes	
How much do you estimate is the cost saving in utilizing the ripple control system?	R1.5m / year	
What is the frequency of meters being read? (per month, per year)	monthly	
Are estimated consumption calculated at consumption over (two month/s/three month/s/longer period)	6 months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 month	
Duration before availability of electricity is restored in cases of breakages (Immediately/one day/two days/longer)	immediately	
Are accounts normally calculated on actual readings? (Yes/no)	yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	yes	
How long does it take to replace faulty meters? (days)	1 day	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	yes	
How effective is the action plan in curbing line losses? (Good/Bad)	good	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	7 days	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	14 days	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	14 days	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	14 days	
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?	Yes, we have received the bl.	
To what extend do you subsidize your indigent consumers?	Depends on the category the	
<i>How long does it take to restore sewerage breakages on average</i>		
Severe overflow? (hours)	3	
Sewer blocked pipes: Large pipes? (Hours)	2	
Sewer blocked pipes: Small pipes? (Hours)	1	
Spillage clean-up? (hours)	1	
Replacement of manhole covers? (Hours)	As soon as it is reported	
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)	1	
Time taken to repair a single pothole on a minor road? (Hours)	1	
Time taken to repair a road following an open trench service crossing? (Hours)	All depend on excavation - 5	
Time taken to repair walkways? (Hours)	Do not have any stats	
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One month	
Do you have any special rating properties? (Yes/No)	No	
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase in unauthorised only	
Are the financial statement outsources? (Yes/No)	Yes	
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes	
How long does it take for an Tax/invoice to be paid from the date it has been received?	30 - 60 days	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Not at advance level	
Administration		
Reaction time on enquiries and requests?	Not measured	
Time to respond to a verbal customer enquiry or request? (working days)	Not measured	
Time to respond to a written customer enquiry or request? (working days)	Not measured	
Time to resolve a customer enquiry or request? (working days)	Not measured	
What percentage of calls are not answered? (5%,10% or more)	Not measured	
How long does it take to respond to voice mails? (hours)	Not measured	
Does the municipality have control over locked enquiries? (Yes/No)	Not measured	
Is there a reduction in the number of complaints or not? (Yes/No)	Not measured	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Quarterly	
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	15	
How long does it take to renew a vehicle license? (minutes)	10	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	10	
How long does it take to de-register a vehicle? (minutes)	5	
How long does it take to renew a drivers license? (minutes)	15	
What is the average reaction time of the fire service to an incident? (minutes)	1	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	
Economic development		
How many economic development projects does the municipality drive?	None	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Solar Energy / Tiling	
What percentage of the projects have created sustainable job security?	N/A	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	None	
Other Service delivery and communication		
Is a information package handed to the new customer? (Yes/No)	No	
Does the municipality have training or information sessions to inform the community? (Yes/No)	No	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	